

CAHPS Health Plan Survey: Topics Covered by Supplemental Items

Topics covered by the supplemental items in the Health Plan Survey 3.0 include:

- Duration of health plan enrollment
- Problems with language
- Interpreter services (for hearing impaired and for non-English speakers)
- Dental care
- Behavioral health care
- Care for chronic conditions
- Pregnancy care
- Prescription medicine
- Transportation
- Specialist referrals
- Claims processing
- Medicaid enrollment
- Cost sharing
- Coverage by multiple plans
- Relationships between policyholder and others enrolled in the plan
- Topics required for NCQA accreditation (known as the HEDIS Set)